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Cross-Cultural Communication | SAFE WORK METHOD STATEMENT (SWMS)

TASK OR ACTIVITY: Cross-Cultural Communication

Business Name:		ABN:	SWMS#
Business Address:			
Contact Person:	Phone:	Email:	

THIS SAFE WORK METHOD STATEMENT IS APPROVED BY THE PCBU OF THE PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a safe work method statement (SWMS) is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

Details of the person(s) responsible for ensuring implementation, monitoring and compliance of the SWMS as well as reviews and modifications of the SWMS.

Full Name:		Title:	Phone:

ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS SWMS MUST HAVE THE FOLLOWING COMMUNICATED	NAME OF ALL RELEVANT PERSONNEL WHO HAVE BEEN CONSULTED AND COMMUNICATED TO IN THE DEVELOPMENT AND APPROVAL OF THIS SWMS
Safety meetings or toolbox talks will be scheduled in accordance with legislative requirements to first identify any site hazards, second to communicate those hazards and then to further take steps to either eliminate or control each hazard.	
If an incident or a near miss occurs, all work must stop immediately. Depending on the severity of the incident, a meeting will be called with all workers to amend the SWMS if required. The meeting may also be an educational opportunity.	
Any changes made to the SWMS after an incident or a near miss must be approved by the Person Conducting Business or Undertaking and communicated to all relevant personnel.	
The SWMS must be kept and be available for inspection at least until the work is completed. Where a SWMS is revised, all versions should be kept. If a notifiable incident occurs in relation to which the SWMS relates, then the SWMS must be kept for at least two years from the occurrence of the notifiable incident.	

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CLIENT OR PRINCIPAL CONTRACTOR DETAILS

	SCOPE OF WORKS
Client:	
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date SWMS supplied to Project Manager:	

ANY HIGH-RISK CONSTRUCTION WORK BEING CARRIED OUT

☐ involves a risk of a person falling more than 2 meters	☐ is carried out on or near pressurised gas mains or piping
☐ is carried out on a telecommunication tower	☐ is carried out on or near chemical, fuel or refrigerant lines
☐ involves demolition of an element of a structure that is load-bearing	☐ is carried out on or near energised electrical installations or services
☐ involves demolition of an element related to the physical integrity of a structure	☐ is carried out in an area that may have a contaminated or flammable atmosphere
☐ involves, or is likely to involve, disturbing asbestos	☐ involves tilt-up or precast concrete
☐ involves structural alteration or repair that requires temporary support to prevent collapse	☐ is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor
☐ is carried out in or near a confined space	☐ is carried out in an area of a workplace where there is any movement of powered mobile plant
☐ is carried out in/near a shaft or trench deeper than or tunnel involving use of explosives	☐ is carried out in areas with artificial extremes of temperature.
☐ is carried out in or near water or other liquid that involves a risk of drowning.	☐ involves diving work.

ANY HIGH-RISK MACHINERY OR EQUIPMENT NEARBY

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RISK MATRIX

LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HEIRARCHY OF CONTROLS
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCE	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review befor work starts.	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	onitor and ke records	

Hierarchy of Controls funnel:
- **Elimination** — Remove the hazard.
- **Substitution** — Replace the hazard.
- **Isolation** — Isolate People from the hazard.
- **Engineering** — Isolate the hazard.
- **Administrative** — Change the work.
- **PPE**

Notes on Hierarchy of Controls: Elimination methods are the most effective and preferre when con lling a hazard. Substitution is the second most effective method of controlling a hazard. Engineering by isolation is the rd most e tive, while Administrative Controls by changing the work is the fourth most effective method. PPE (Personal Protective Equ ment) he least effective method.

PERSONAL PROTECTIVE EQUIPMENT (PPE)
Select the appropriate PPE abo suitabl for the equipment used or the job task being performed (if applicable).

FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION	HEARING PROTECTION	E PROTECTIO	RESPIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Other PPE Required:

Permit or Licenses Requirements	Mandatory Qualifications and Training

SAMPLE

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	Miscommunication due to language barriers, Confusion due to unfamiliar cultural norms	3H	- Engage a professional interpreter when necessary to facilitate clear communication between parties. - Provide pre-training sessions focused on cross-cultural awareness and sensitivity for all employees involved. - Develop and distribute multilingual resources and communication materials prior to the engagement. - Use visual aids and simple language to ensure understanding regardless of language proficiency. - Encourage employees to seek clarification immediately if any part of the communication is unclear. - Set up a buddy system where employees can support each other, particularly those who may struggle with language difficulties. - Introduce cultural liaisons or representatives from diverse communities to address specific cultural norms and practices. - Conduct meetings in a neutral and inclusive manner, allowing everyone the opportunity to voice opinions and concerns. - Implement a feedback mechanism that allows participants to evaluate the effectiveness of cross-cultural communication strategies. - Allocate additional time for discussions to accommodate translation and explanation needs. - Ensure all team members are aware of and respect cultural holidays and important events, scheduling activities around them as needed.	2M
2. Cultural Sensitivity Training	Misunderstanding of cultural differences, Inadequate training materials	3H	- Provide comprehensive cross-cultural communication training for all employees, tailored to the specific cultural backgrounds present in the workplace. - Develop and distribute clear, detailed, and culturally aware training materials that have been reviewed by experts in cross-cultural communication. - Engage multilingual trainers or facilitators who can bridge linguistic and cultural gaps during the training sessions. - Incorporate real-life examples and case studies into training programs to illustrate potential cultural misunderstandings and their resolutions. - Schedule regular refresher courses and updates to ensure that learning remains relevant and employees retain important information. - Include an assessment component in the training to evaluate participant understanding and provide feedback for continuous improvement. - Create a safe and open environment where employees feel comfortable discussing cultural issues and asking questions without fear of judgement. - Encourage participation and input from employees of diverse cultural backgrounds when developing training materials.	2M

SAMPLE

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JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
			- Utilise interactive and engaging teaching methods such as role-playing and group discussions to enhance learning experiences. - Provide additional resources and support networks such as mentorship programs or employee resource groups focused on cultural diversity. - Monitor and evaluate the effectiveness of cultural sensitivity training programs through regular surveys and feedback mechanisms.	
3. Communication Strategy	Lack of effective translation services, Unintentional offensive messages	2M	- Provide access to professional translation services for all employees involved in the project to ensure accurate and clear communication. - Implement the use of a common, easily understood language for all formal communications. - Use visuals such as diagrams or pictures to complement verbal or written instructions and enhance understanding. - Organise cultural competency training sessions for staff to raise awareness about different cultures, languages, and potential misunderstandings. - Employ bilingual team members to bridge communication gaps and verify that messages are received as intended. - Develop and distribute a glossary of key terms and phrases used within the organisation to ensure consistent usage and understanding. - Encourage open dialogue where employees feel comfortable asking questions to clarify their understanding of communicated messages. - Utilise technology such as translation apps or software with caution, ensuring they are reliable and vetted for accuracy. - Establish a feedback loop by which employees can express any confusion or concern over communicated information without fear of retribution. - Ensure all written communication is kept simple, avoiding jargon or slang that might not be universally understood. - Conduct regular team meetings to discuss project updates and resolve any communicative misunderstandings that may arise quickly. - Implement a buddy or mentoring system to support non-native speakers in feeling included and confident in expressing themselves. - Review and amend communication strategies regularly based on feedback and observed effectiveness, tailoring them to suit the diverse workforce.	1L
4. Document Translations	Incorrect translations resulting to confusion, Delay in translating documents	2M		1L

SAMPLE

| Version 2.5 | Authorised by | Review # | Date of Issue: | Review Date: | 5 |

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
5. Implementing Bi-Lingual Resources	Potential for misinterpretation, Limited availability of bi-lingual resources	3H		2M

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES		RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
6. Regular Monitoring	Insufficient feedback collection, Neglect of cultural differences over time	3H			2M

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES		RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
7. Feedback Mechanisms	Employee reluctancy to provide constructive criticism, Misunderstanding of feedback due to language barriers	3H			2M
8. Implementation of Changes	Resistance to change due to cultural beliefs, Miscommunication of new procedures	3H			2M

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES		RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
9. Regular Update Meetings	Language problems leading to misunderstanding, Time zone conflicts	3H			1L

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES		RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
10. Encourage Peer Support	Potential for cultural tension among employees, Passive resistance due to cultural beliefs	2M			1L
11. Ensure Equal Opportunities	Discrimination complaints, Marginalisation of minorities	3H			2M

SAMPLE

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
12. Diversity and Inclusion Training	Insensitivity towards minority cultures, Inadequate training	3H		1L

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES		RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
13. Fair Dispute Resolution	Unfair bias towards dominant culture, Employees' fear of voicing concerns				2M
14. Promoting Mutual Respect	Disrespectful behaviour towards other cultures, Inadequate respect for diversity	2M			1L

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES		RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS		RESIDUAL RISK
15. Continuous Improvement	Complacency towards cultural differences, Failure to adapt to changing demographics	4A			2M

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK

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EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES IN ANY STATE THAT ARE NOT APPLICABLE

Queensland & Australian Capital Territory
Work Health and Safety Act 2011
Work Health and Safety Regulations 2011
Legislation QLD: https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws
Codes of Practice QLD: https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice
Legislation ACT: https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations
Codes of Practice ACT: https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice

New South Wales
Work Health and Safety Act 2011
Work Health and Safety Regulations 2017
Legislation NSW: https://www.safework.nsw.gov.au/legal-obligations/legislation
Codes of Practice NSW: https://www.safework.nsw.gov.au/resource-library/list-of-codes-of-practice

Northern Territory
Work Health and Safety (National Uniform Legislation) Act 2011
Work Health and Safety (National Uniform Legislation) Regulations 2011
Legislation NT: https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws
Codes of Practice NT: https://worksafe.nt.gov.au/forms-and-resources/codes-of-practice

South Australia
Work Health and Safety Act 2012 (SA)
Work Health and Safety Regulations 2012 (SA)
Legislation for SA: https://www.safework.sa.gov.au/resources/legislation
Codes of Practice for SA: https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs

Tasmania
Work Health and Safety Act 2012
Work Health and Safety (Transitional and Consequential Provisions) Act 2012
Work Health and Safety Regulations 2012
Work Health and Safety (Transitional) Regulations 2012
Legislation for TAS: https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations
Codes of Practice for TAS: https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.

Victoria
Occupational Health and Safety Act 2004
Occupational Health and Safety Regulations 2017
Legislation VIC: https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations
Codes of Practice VIC: https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice

Western Australia
Work Health and Safety Act 2020
Work Health and Safety Regulations 2022
Legislation Western Australia: https://www.commerce.wa.gov.au/worksafe/legislation
Codes of Practice WA: https://www.commerce.wa.gov.au/worksafe/codes-practice

Safe Work Australia Links
Law and Regulation (All States): https://www.safeworkaustralia.gov.au/law-and-regulation
Model Codes of Practice: https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice

Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

SIGNATORIES OF THE SAFE WORK METHOD STATEMENT

The signed and dated personnel listed below have cooperated in the consultation and development of this Safe Work Method Statement which has been approved by the Person/s Conducting a Business or Undertaking (PCBU). In signing this Safe Work Method Statement each individual acknowledges and confirms that they have read this SWMS in full, having raised any questions for items on this Safe Work Method Statement that require clarification, and confirms that they are competent, skilled and knowledgeable for the task assigned to them. Every person acknowledges that they have received the relevant training and qualifications where required, before carrying out any work contained in this Safe Work Method Statement. By signing this Safe Work Method Statement each individual agrees to work safely, to follow any safe work instructions which are provided, and agrees to use all Personal Protective Equipment where appropriate.

Worker Name	Signature	Date

SAFE WORK METHOD STATEMENT MONITORING AND REVIEW

The SWMS must be reviewed regularly to make sure it remains effective and must be reviewed (and revised if necessary) if relevant control measures are revised. The review process should be carried out in consultation with workers (including contractors and sub-contractors) who may be affected by the operation of the SWMS and their health and safety representatives who represented that work group at the workplace.

When the SWMS has been revised the PCBU must ensure that all persons involved with the work are advised that a revision has been made and how they can access the revised SWMS, including all persons who will need to change a work procedure or system as a result of the review are advised of the changes in a way that will enable them to implement their duties consistently with the revised SWMS. All workers that will be involved in the work must be provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

The SWMS must be monitored regularly for the effectiveness of ensuring hazard controls are effective in reducing the risk of incidents, keeping the workplace safe for all personnel. The person responsible for monitoring the effectiveness of the Safe Work Method Statement should employ a multi-faceted approach which includes but is not limited to:

1. Spot Checks.
2. Consultation with workers, contractors and sub-contractors.
3. Internal audits on a continual basis.

An approach of continuous improvement, promptly recording inconsistencies or deficiencies, followed up by immediate corrective action and consultation with all relevant personnel ensures that the PCBU is consistently developing ever-improving systems of safe work principles.

REVIEW NUMBER	1	2	3	4	5	6	7
NAME							
INITIALS							
DATE							

SAFE WORK METHOD STATEMENT REVIEW CHECKLIST

This Safe Work Method Statement Review Checklist is to be followed and used upon initial development of the SWMS to help ensure that all steps have been adequately taken before work commences. Think of this document as an internal audit review checklist before commencing work, and may form part of a Toolbox Talk (safety meeting) and may be used as an opportunity for education and training.

ITEMS WHICH MUST BE INCLUDED IN THE SWMS	COMPLETED	COMMENTS
The company details have been entered, including the project name and address.	☒	
All relevant personnel consulted during the development of the SWMS.	☒	
Name, signature, position and date signed of the person approving the SWMS.	☐	
Specific personnel and qualifications, experience is noted in the SWMS.	☒	
Provides a step-by-step process of tasks required to carry out the activity or task.	☒	
Adequate risk assessment of any identified hazards has been completed.	☒	
Foreseeable hazards are identified and documented for each step.	☒	
Any hazards listed in any site risk assessments have been added to the SWMS	☒	
SWMS initial risk (IR) column as well as residual risk (RR) column completed.	☒	
Check control measures added to the SWMS are the most effective selected.	☒	
Responsible person is assigned and listed on the SWMS for the implementation control measures.	☒	
Permit or licenses requirements specified, such as Hot Work, Electrical Work, Work at Heights etc.	☒	
SWMS identifies plant and equipment to be used.	☒	
Details of inspection checks required for any equipment listed are noted on the SWMS.	☒	
Describes any mandatory qualifications, experience, training or skills required to perform the work.	☒	
Applicable personal protective equipment is selected on the SWMS.	☒	
Reflects and documents any legislative references and/or Australian Standards.	☒	
Identifies any hazardous substances used with specific control measures in line with any SDS.	☒	

REVIEWED BY		DATE REVIEWED	
SIGNATURE		DATE COMPLETED	